TEX Phone Banking

To use TEX the first time:

1. Call the TEX number at 715-623-7771 or 800-290-8663, press option 1.

2. Our automated phone attendant will walk you through the steps in establishing two access codes. You will be asked to enter your account number and then a primary access code. Access codes must be numeric, and only 4 digits long. For another layer of security, you will then be asked to enter a secondary access code. The primary and secondary access code cannot be the same.

3. You will be asked to confirm your identity by entering the primary account holder’s social security number.

4. After initial setup, you only need to enter your account number, primary, and secondary access codes for future calls.

After Initial Setup:
Use the service codes provided on the tearout card below to navigate through TEX. Note: In some cases, a member’s account may be automatically set up to just follow prompts without needing the service codes (this is known as “menu mode.”) Contact us at 715-627-4336 if you would like to switch modes. If you are unsuccessful in using TEX, we may need to activate this service on your accounts.

Features of TEX

- Inquire on account balances, verify deposits, withdrawals, and/or cleared checks.
- Transfer funds between savings, checking, and loans. To transfer funds between unlike base numbers, the names on each account must be identical. To link these accounts for phone banking access, contact us.
- Inquire on loan payments.
- Inquire about dividends earned on deposit accounts and interest paid on loans.

Additional Instructions

- Press “#” only when prompted
- To enter dates, include 6 digits, i.e. March 31, 2022 = 033122#
- To enter dollar amounts, include cents without a period, i.e. $100 = 10000#

Primary Account Number(s)

__________________________
__________________________

Account IDs:

Savings_______ Checking_______
Savings_______ IRA___________
Loan_________ Loan_________
Loan_________ Loan_________

DO NOT WRITE YOUR PIN ON THIS CARD!
Detach wallet card and fold where indicated. Carry these codes with you for easy access to TEX.

**Instructions**

1. Local calls dial 715-623-7771. For long distance to Antigo, call 800-290-8663.
2. Enter your account number as it is shown on your member card followed by the # sign.
3. Enter your primary access code followed by the # sign.
4. Enter your secondary access code followed by the # sign.
5. Enter the service code and # sign.
6. To end the call, enter 99 and # sign.

**Balance Inquiries**

- Draft (checking) balance: 11
- Share (savings) balance: 16
- Loan balance: 18
- All share balances: 19
- All loan balances: 20

**History Inquiries**

- ATM transaction history: 53
- ACH transaction history: 54
- Deposit history: 55
- Loan transaction history: 58
- Share transaction history: 59
- Payroll transaction history: 61
- Debit card transaction history: 62

**Transfers/Withdrawals**

- Transfer between shares and/or draft (checking) accounts: 22
- Share to loan: 24

**Loan Information**

- Payment amount & due date: 40
- Payoff amount: 41
- Secondary Market Mortgage
  - Loan Inquiry: 42
  - Make a Secondary Market Mortgage
  - Loan Payment: 43

**IRA and Tax Information**

- YTD dividends earned: 70
- Contributions to an IRA: 71
- YTD loan interest paid: 72

**Draft (Checking) Account Information**

- Draft (checking) balance: 11
- Specific draft (check) cleared: 51
- Last drafts (checks) cleared: 52
- Place a stop payment: 56
- Request copy of a draft (check): 57
- Reorder drafts (checks): 60

**Additional Options**

- Change primary access code: 75
- Change secondary access code: 76
- Change to a different account: 91
- List of Service Codes: 97
- End Session: 99
- Return to Contact Center: 77